

## Resident Liaison Officer

[Apply Now](#)

Company: Niyaa People

Location: Birmingham

Category: other-general

The chance to work for a well-established property service company in Birmingham has become available for a Resident Liaison Officer on a permanent basis working 40 hours per week. This role is offering great career opportunities and a long list of company benefits!

Customer Liaison Officer

Mon-Fri/ 40hrs per week

Birmingham area ( roles available in Dudley, Birmingham centre and Tamworth)

£27-29k per annum

Permanent

As a Customer Liaison Officer, your duties will be:

To provide consultation and support to residents prior to, during and after works to their homes, ensuring high levels of customer satisfaction

Managing the customer/resident journey whilst following the client and company engagement procedures

local community and the Customer Care Department

To develop effective working relationships with residents, clients, subcontractors, site-based personnel, local stakeholders, the local community and the Customer Care Department

Carry out choice events, consultation events and individual consultation with residents regarding future work.

Carry out individual resident inductions to include -introduction to process, scope of works, property and personal belongings condition surveys inclusive of photographs for evidence

Complete resident profiling and work with the site management team to implement effective working practices and discuss with the Client's customer care team where appropriate

Agree access arrangements with the resident and book appointments to enable the work to their home

Organise and provide support needs: packing boxes, dust sheets, storage and other facilities as required and agreed.

As the successful Customer Liaison Officer, you will have the following:

Housing/ Neighbourhood, Customer Liaison/ Resident Liaison experience

Experience in the construction industry (preferred)

Great customer service experience

Have clean UK Drivers License

Previous property maintenance or construction experience would be beneficial

The successful Customer Liaison Officer will receive:

Car or car allowance

24 days annual leave (+ public holidays)

Life Cover equivalent to 1 times annual salary

Employee discount shopping schemes on major brands and retailers

Gym membership discounts

Cycle to work scheme

Holiday purchase scheme

2 corporate social responsibility days per year

Broad range of learning opportunities, such as professional qualifications, collective/individual training, and personalized support programmes

Attractive Employee Referral Rewards Scheme

Access to our growing employee networks

24/7 Employee Assistance Program and access to mental wellbeing app

If you think you would be a suitable fit, please apply directly or contact 0121 790 0980 for more details.

[Apply Now](#)

#### Cross References and Citations:

1. Resident Liaison Officer [Londoncareerhub Jobs Birmingham](#) [Londoncareerhub](#) ↗
2. Resident Liaison Officer [Professionalnetworkjobs Jobs Birmingham](#) [Professionalnetworkjobs](#) ↗
3. Resident Liaison Officer [Searcheruropeanjobs Jobs Birmingham](#) [Searcheruropeanjobs](#) ↗
4. Resident Liaison Officer [Thejobsnearme Jobs Birmingham](#) [Thejobsnearme](#) ↗
5. Resident Liaison Officer [MoscowjobsJobs Birmingham](#) [Moscowjobs](#) ↗
6. Resident Liaison Officer [JobsinaustraliaJobs Birmingham](#) [Jobsinaustralia](#) ↗
7. Resident Liaison Officer [Dataanalyticsjobs Jobs Birmingham](#) [Dataanalyticsjobs](#) ↗
8. Resident Liaison Officer [Dentistjobs Jobs Birmingham](#) [Dentistjobs](#) ↗
9. Resident Liaison Officer [Therapistjobs Jobs Birmingham](#) [Therapistjobs](#) ↗
10. Resident Liaison Officer [Kazakhstanjobs Jobs Birmingham](#) [Kazakhstanjobs](#) ↗
11. Resident Liaison Officer [ZoologyjobsJobs Birmingham](#) [Zoologyjobs](#) ↗

12. Resident Liaison Officer Videographer jobs Jobs Birmingham Videographer jobs ↗
13. Resident Liaison Officer Hair jobs Jobs Birmingham Hair jobs ↗
14. Resident Liaison Officer Business jobs Jobs Birmingham Business jobs ↗
15. Resident Liaison Officer Risk management jobs Jobs Birmingham Risk management jobs ↗
16. Resident Liaison Officer Jobs in India Jobs Birmingham Jobs in India ↗
17. Resident Liaison Officer Forest jobs Jobs Birmingham Forest jobs ↗
18. Resident Liaison Officer Java jobs Jobs Birmingham Java jobs ↗
19. Resident liaison officer Jobs Birmingham ↗
20. AMP Version of Resident liaison officer ↗
21. Resident liaison officer Birmingham Jobs ↗
22. Resident liaison officer Jobs Birmingham ↗
23. Resident liaison officer Job Search ↗
24. Resident liaison officer Search ↗
25. Resident liaison officer Find Jobs ↗

Source: <https://uk.expertini.com/jobs/job/resident-liaison-officer-birmingham-niyaa-people-f7ce3274f3/>

Generated on: 2024-05-02 by Expertini.Com